

Oracle/GTA Contract GTA0000020 FAQs

#	Description
This use and purchasing off of contract is MANDATORY for all state agencies, yet is optional for educational institutions.	
Configuration Issues	
2	Do I need an Enterprise or Standard License? What is the basis for my decision? Do I use Processor or Named User licenses? What is the Cost differential? Usage?? How is product to be used? Is it an Application or database or utility?
	Depends on the use of the SW and the number of users to the system(s). How you intend to use the SW and your current configuration will determine the type you require. There are similar products (databases) that are NAMED USER based (primarily developmental and/or for “smaller”-less users applications, OR PROCESSOR based (primarily used for enterprise and/or web-based applications). The cost for Enterprise licenses are significantly higher then the standard AND Processor licenses tend to be more costly than Named User. Please contact the Contracts Administrator for a quote. Please contact Jamie Sirois, (703) 364-5770, for assistance in your configuration needs.
2	Is product part of larger initiative? Art Process?
	Please review the Rules of Procurement – on the GTA website http://gta.georgia.gov/02/channel/0,2188,1070969_1235157,00.html for information on purchasing thresholds in reference to the ART process. You may also contact your GTA Account Manager or the GTA Contracts Administrator for further clarification.
2	Why can't I have a license for free that is in inventory?
	GTA has purchased these from Oracle at a substantial discounted rate and will pass these savings on to the Agencies. GTA will not simply absorb this financial loss for other agencies.
2	Transfer/Conversion issues? I had UPU's and now question the number of Processors and Named User licenses. How did GTA and Oracle derive with the number of licenses I have? Can I verify this number?
	This process was completed in June of 2002. Please contact the GTA Contract Administrator for exact numbers/etc...
2	Auditing – How do I know what I have?
	GTA and Oracle maintain lists (spreadsheets) illustrating the understood configuration for each agency. If this list does not accurately reflect what is currently being deployed, you need to contact BOTH the GTA and Oracle immediately for dispute resolution.
Agency Questions	
3	What products are covered?
	There are several products in the GTA inventory. Products NOT within the inventory can also be purchased. Please contact the GTA Contracts Administrator for an applicable price and product quote
3	What is the cost? Do you have a price list? Product list?
	Since discounts are based on overall cost of products desired, providing a price list for all scenarios would be impractical. However a SAMPLE quote of one processor has been provided, along with the discount schedule. Please see SAMPLE Quote on website. For NON-discounted pricing, please contact the Contract Administrator for a list. Please note that all products within the GTA inventory receive an additional 5% of total product price. All maintenance is charged 22% of product/license cost and is paid annually.
3	Who and When do I pay?
	GTA. This will be listed on the quote you will receive from GTA. All information regarding payment remittance will be included. Payment is due upon receipt of the invoice. Annual Maintenance payments are sent out in June and are due upon receipt (USUALLY July).
3	How do I order?
	Contact the GTA Contract Administrator for assistance. After receiving the mutually agreed upon quote form products and maintenance, you will need to generate a Purchase order to GTA for the licenses. After GTA receives and processes that PO, the licenses will then be transferred to the agency.

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3	Who do I call if I have questions? Order point? For– Ordering – Billing – Procurement - Payment issues, please contact: Lisa Mehalko , Contracts Administrator 100 Peachtree Street, Suite 2300 Atlanta, GA 30303 404-463-4252 For Configuration Information, please contact: Jamie Sirois ISD, State Account Representative Oracle Corporation 1910 Oracle Way Reston, VA 20190 (703) 364-5770 phone (703) 364-3026 fax
3	Can new agencies use contract? Absolutely. In fact, GTA encourages all governmental institutions to use this. If “better” pricing can be found, please contact the Contract Administrator for assistance.
3	Can Oracle sell directly to agencies? No. GTA will best represent the needs of the agencies. If contacted by Oracle, please inform GTA Contract Administrator for assistance in procuring the applicable product.
3	Can I return what I don’t need? Unfortunately, no. However, IF there is a need among another state agency, GTA will work to transfer these licenses to another agency within the contract’s jurisdiction.
Maintenance and Upgrades	
4	Maintenance <ul style="list-style-type: none"> • Where do I buy Maintenance? <ul style="list-style-type: none"> ○ From GTA, and paid annually • Do you prorate it for the FY? <ul style="list-style-type: none"> ○ Maintenance is from purchase date through June 30 (end of FY). It is prorated for the entire year, meaning, from time of purchase through the end of the fiscal year is covered. Therefore, IF you purchase in May, your maintenance will be for MAY and JUNE ONLY. Full year maintenance will be billed in June. • Coverage? (Some, all, none?) <ul style="list-style-type: none"> ○ Coverage is on all products purchased and transferred from GTA. Please contact GTA Contract Administrator for clarification.
4	What is the state CSI Number? What is it used for? The state CSI number is 663296. You use this to open up a trouble ticket, or obtain a Technical Assistance request (TAR) from Oracle. Please contact the help line and have this number ready for assistance.
4	Are upgrades included? Upgrades are included for products purchased and on the maintenance agreement. IF the maintenance period has expired (failed to pay for maintenance) then you must re-pay for maintenance
4	What is the Warranty period? The warranty period is <u>from receipt until 60 days</u> . Maintenance is included in the quote when you place your order. This maintenance is for one year. At the conclusion of every fiscal year you will receive an invoice for the next year’s maintenance, including any added products purchased in the prior year. This is prorated for the entire year. This maintenance covers all products purchased through the GTA arrangement.